

OFFICIAL FILE

FORMAL COMPLAINT

ORIGINAL

ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission  
527 East Capitol Avenue  
Post Office Box 19280  
Springfield, Illinois 62794-9280

For Commission Use Only:

Case 00-0669

Regarding a complaint

by

GERARD ARCHIBALD  
(Person making the complaint)

against

ATT COMMUNICATIONS OF ILL. INC.  
(Utility name)

as to

FRAUDULENT CHARGE

in

CHAMPAIGN/URBANA  
(Reason for complaint)

Illinois.

ILLINOIS COMMISSION  
JUN 16 3 33 PM '00  
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1105 EAST CREECH, URBANA, IL 61802

The service address that I am complaining about is

-NO ADDRESS GIVEN, ONLY

WWW.ATT.COM FOUND.

My home telephone number is

217 344-4401

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at

217 367-2880

ATT COMMUNICATIONS OF ILL. INC.  
(Full name of utility company)

(respondent) is a public utility and is subject to the provisions of

the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint?

☒ Yes

☐ No

Has your complaint filed with that office been closed?

☒ Yes

☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

PAPER DATED 8/22/00 ATTACHED

Please clearly state what you want the Commission to do in this case.

REMOVE OPERATOR-ASSISTED PERIOD (\$18.00) FROM CIVIL BILL.

Date: 10/11/00  
(Month, day, and year)

Complainant's signature Gerard Archibald

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

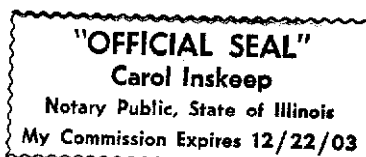
A notary public must watch you fill out this part of the form.

I, GERARD ARCHIBALD, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Gerard Archibald  
(Signature)

Subscribed and sworn/affirmed to before me this 11 day of October, 192000.

Carol Inskeep  
Notary Public, Illinois



#### NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.

8/22/00

To Whom It May Concern:

On 8/21/00 after receiving our most recent phone bill, I spent more than 45 minutes talking to 5 different AT&T representatives regarding an error on our bill. Neither the gentleman whose name I didn't catch, Margaret, Dawn, Matthew or Lori seemed to have any authority to give me any assistance other than to tell me about corporate policies, so I don't know why they continued to transfer me on to yet another person with no authority. It was not at all helpful and extremely frustrating. I apologize to Lori for my rudeness by the time I got to her and heard exactly the same information and suggestions that we were trying to get out of paying for a call. *No one* suggested that we file a complaint, which we learned after scrutinizing the phone book 'Help' numbers.

The call we are disputing was apparently an operator-assisted call to a motel in Albia, Iowa at 11:43 p.m. on 7/24/00. This is according to these Representatives. No one was able to suggest how this call could have been operator-assisted using our phone number given the fact that our gray box cannot be accessed. No one had any idea of which operator assisted this call. No one would suggest that this was an operator error. Your Representatives suggested that someone came into our house at that hour and used our phone. They also suggested several times that we made this call and for some reason are spending time and energy trying to get out of paying.

A little research will verify that since we have had this number at this address (9 years), we have never disputed any charges. We have always made timely payments in full. It is obvious by 9 years of phone bills that we rarely make any calls after 10:00 p.m., and then only to family or overseas.

As per the suggestions of one of these 5 Representatives, I checked the line with Shawna from Ameritech Repair Services at 9:56 p.m. on 8/21/00. The line is fine; and, as mentioned, the little gray box is inside the house and cannot be accessed from the outside.

Neither my wife nor I made an operator-assisted call to a motel in Iowa at 11:43 p.m. on 7/24/00.

We are now concerned that someone will continue using our phone number to make operator-assisted calls.

Enclosed is payment for all calls and charges minus the \$18.00 operator-assisted error from 7/24/00. Case number with the Illinois Commerce Commission is 2000-23754S.



GERARD ARCHIBALD  
1105 E OREGON  
URBANA, IL 61802-4433

Page 3 of 3  
Account Number 217 344-4401 120 5  
Billing Date Aug 13, 2000

Questions? 1-800-222-0300

### Important Information

This portion of your bill is provided as a service of Ameritech to the above company. PLEASE REVIEW ALL CHARGES CAREFULLY - THEY MAY INCLUDE THOSE OF A SERVICE PROVIDER NOT SHOWN ON A PREVIOUS BILL. In addition, nonpayment of toll charges may result in disconnection of local service, and other services may be restricted if not paid. Unpaid accounts also may be subject to collection action. If you have questions about any of the charges appearing on this page, please call the number shown above.

### Current Charges

AT&T Invoice Charges For Period Ending AUG 08, 2000

#### Long Distance

No.	Date	Time	Place Called	Number	Code	Min	Amount
1	7-12	724P	DAVENPORT	IA 319 383-0185	E	17	3.83
2	7-13	239P	DAVENPORT	IA 319 383-0185	D	17	5.02
3	7-19	552P	DAVENPORT	IA 319 383-0185	D	2	.59
4	7-22	447P	ROSELLE	IL 847 884-8450	N	1	.12
5	7-24	1143P	ALBIA	JA 641 932-7181	NS	9	18.00
6	7-30	928A	ROSELLE	IL 847 884-8450	N	1	.12
7	7-30	1007A	DIR ASST	MO 314 555-1212		2	1.99
8	7-30	1012A	DIR ASST	MO 314 555-1212		1	1.99
9	7-30	1015A	DIR ASST	MO 314 555-1212		1	1.99
10	7-30	1015A	ST LOUIS	MO 314 577-2000	N	1	.65
Completed via AT&T DIRECTORY LINK(sm)							
11	7-30	1016A	ST LOUIS	MO 314 577-2028	N	2	.29
12	7-31	750P	DAVENPORT	IA 319 383-0185	E	2	.45
13	8-03	551P	BURLINGTON	IA 319 758-6078	D	1	.30
14	8-03	552P	BROOKLYN	NY 718 693-2789	D	2	.59
15	8-04	815A	DAVENPORT	IA 319 383-0185	D	8	2.38
16	8-04	932A	APALACHICL	FL 850 653-9828	D	9	2.66
17	8-04	848A	BURLINGTON	IA 319 758-8067	D	1	.30
Total Itemized Calls							41.25

Total Long Distance Charges 41.25

#### National Access Contribution

Description	Amount
18 Universal Connectivity Charge	3.53
Total National Access Contribution Charges	3.53

For an explanation of this charge, please call  
1 800 532-2021.

#### Taxes

19 Federal Tax @ 3%	1.35
20 Telecom Excise Tax	2.24
21 Infrastr. Maint. Fee	.23
22 Other Taxes	3.14

Total AT&T Invoice Charges 51.74

#### Key for Calling Codes:

B Collect	C Calling Card	D Day
E Evening	F Call Forwarding	H Third Number
I Special Intrastate	L Late Night	M Multiple Rate Period
N Night/Weekend	O Operator Completed - Dial Rates Apply	
P Person to Person	R Standard Overseas	S Station to Station
T Discount Overseas	X Conference	Y Economy Overseas
3 Three Way		

Total AT&T Charges 51.74

*INDIAN NOTE!*  
*Directing ASSISTANT*  
*23.25*

*PAINT- CAURIE*